



**Management Consulting**



**IT Solutions**



**Learning & Development**



**Cybersecurity**

Program Support and Program Management Office Services  
Connsci White Paper

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**Table of Contents**

<b>1.0</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2.0</b>	<b>CONNSCI PROGRAM MANAGEMENT LEADERSHIP</b>	<b>2</b>
<b>3.0</b>	<b>CONNSCI PORTFOLIO, PROGRAM AND PROJECT SERVICES APPROACH</b>	<b>3</b>
<b>4.0</b>	<b>CONNSCI CONTRACTING OPTIONS</b>	<b>6</b>

## 1.0 Introduction

Connsci is a professional services organization that provides Management Consulting, IT Solutions, Learning & Development, and Cybersecurity services in the Health, Defense and Civilian Sectors of Local, State and Federal Governments. Connsci specializes in Program and Project Management and Support. Connsci brings a broad range of experience and innovation to program management services across public and private organizations. Connsci learns its clients' business models to ensure the end-user experience resonates with the audience and is sustainable well beyond its initial implementation. Connsci has demonstrated experience with enterprise cybersecurity solutions, data security, building data warehouses, data marts, and data lakes, and effortlessly manipulates large quantities of data, structured reporting scenarios, and empowers end-users to utilize self-service reporting. Our team delivers integrated solutions providing content and technical execution on all the leading web-based intranet/content management solutions.

### Why Connsci?

- SBA certified **8(a)**
- Minority Owned (**MBE**)
- Disadvantaged Business Enterprise (**DBE**)
- **GSA** Multiple Award Schedule (MAS) Contract Number: GS-35F-422KA
- Electronic Federal Aviation Administration (FAA) Accelerated and Simplified Tasks (**eFAST**)
- Fortune 500 P&L Leader Experience
- Microsoft Azure Cloud Certified
- Proven and Time Tested PMO Stand up
- JIRA Expertise

Connsci delivers a full spectrum of enterprise-scale program support and management offerings for various Federal Agencies. Connsci clients include the Defense Health Agency (DHA), Defense Information Systems Agency (DISA), Department of Homeland Security (DHS), State of Florida, Smithsonian Institute (SI), National Security Agency (NSA), Department of Defense (DoD), the Federal Aviation Administration (FAA), and the United States Holocaust Memorial Museum (USHMM). Connsci's Leadership Team also has extensive cybersecurity experience within the Department of Veterans Affairs (VA) the Environmental Protection Agency (EPA), and Lockheed Martin Corporation / Neustar, Inc.

## 2.0 CONNSCI PROGRAM MANAGEMENT LEADERSHIP

**Faizan Zia** is the Founder, President & CEO of Connsci and is a former Senior Leader of Cybersecurity offerings at Lockheed Martin Corp. / Neustar, Inc. for both the Public and Private Sector. Faizan brings over 20 Years of IT, Critical Infrastructure, Cybersecurity & Training Experience to Connsci. Faizan has led numerous Cybersecurity and Training projects at Connsci for various agencies including, DoD, DHS, State of Florida, NSA, and the Leukemia and Lymphoma Society. Faizan also has extensive experience in creating and delivering various IT certifications in CompTIA's and Microsoft's Cybersecurity course offerings. Faizan received his B.S. in Public Health, with a Minor in Organizational Leadership from The University of Maryland, College Park, and also obtained an MBA from The University of Maryland, Global Campus. Faizan also holds various certifications in Information Technology, Cybersecurity, Learning & Development and Product Management.

**Andrew Rakicsany** is the SVP and CTO of Connsci. Andrew is also the founder of Directus Consulting, which merged with Connsci in 2023. Andrew brings over 20 years of Software Development and Services Delivery experience, as well as extensive Hardware Design experience. Andrew has launched multiple 3 iOS App-based startups and developed IP for Contract Management in Government (used by FAA). Andrew has implemented full life cycle Agile development with infrastructure (hardware and software) support and administration at the FAA. This Cloud-based SaaS solution included a PIV card based single sign-on (SSO) authentication. This is only one of five FAA Cloud programs with this capability. Andrew brings extensive knowledge in the field of data science, including visualization, analytics, and engineering. His expertise in SharePoint, Tableau, and Azure have supported the full cycle development of specialized websites and interactive dashboards for agencies including FAA and the Smithsonian Institution. Andrew is a certified Microsoft Gold Partner and received his Master of Science degree from Virginia Tech.

**Sean W. Kelley** is the SVP & CIO of Connsci and is a former member of the Senior Executive Service (SES) as the Deputy CIO for Benefits, Department of Veteran Affairs and the CISO, Environmental Protection Agency. Sean is an accomplished P&L Leader (COO) in both small and Fortune 500 Companies. He has developed Health IT and Cyber offerings for various companies. Sean has over 23 years of IT experience in the federal and private sector. Prior to joining the Federal Government in 2012, he served and retired from Navy Medicine. Over his 20 year Naval career, he served in a variety of key IT positions within Navy Medicine, including the CIO for the United States Naval Ship (USNS) Comfort during Humanitarian Missions and Disaster Relief for the Haitian Earthquake, the CIO for Navy Medicine Corporate Headquarters, the Director for Navy Medicine first Enterprise IT Program Management Office, and as an IT Manager for the Attending Physician to Congress (OAP). Mr. Kelley has written and taught courses for the SANS Institute and has developed cybersecurity curriculum for Colleges and Universities. He is a Certified Information Systems Security Professional (CISSP) and a Project Management Professional (PMP).

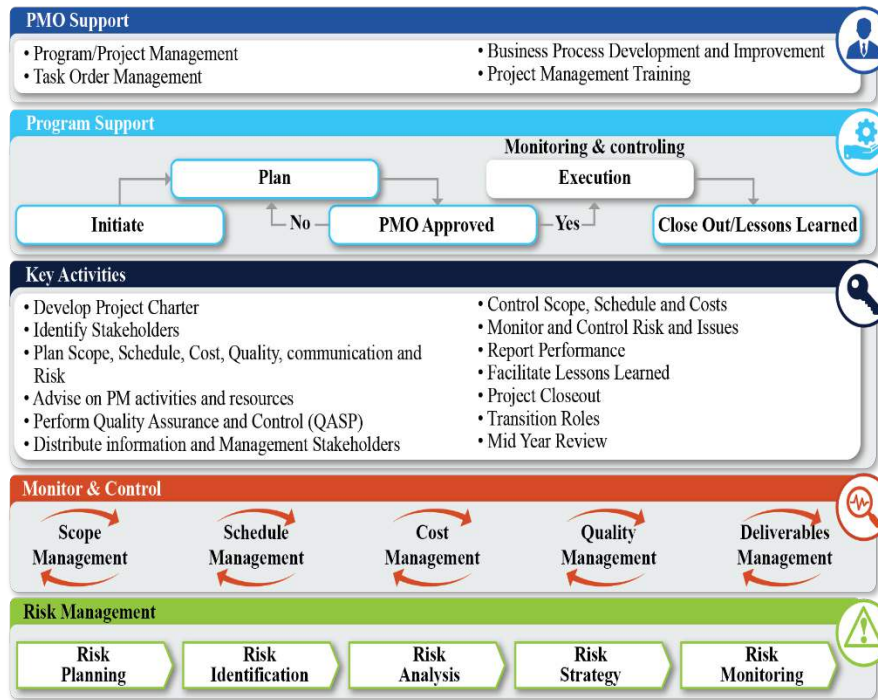
### 3.0 Connsci Portfolio, Program and Project Services Approach

Connsci's Portfolio, Program, Project Management support is built with the end result in mind. Connsci provides transparency across all parts of the organization in the most complex, federated environments within the Federal and State Government. We provide our customers with the necessary infrastructure, tools, and templates to share information to support the organization. Connsci has extensive experience with SharePoint and Jira, and uses these tools to organize tasks, minimize risk, and maximize productivity. Connsci executes each phase of the project management methodology (Initiating, Planning, Executing, Measuring & Controlling and Closing) to ensure increasing levels of performance outcomes, including lessons learned, in partnership with our customer. Together we will leverage people, processes, and technology to identify and integrate program efficiencies.

Connsci leverages flexibility to meet customers' ad hoc needs and meeting requests little advance notice. Connsci works with the customer to build a repository in SharePoint and/or Jira to ensure rapid access to the most current project/program data measured against our mutually agreed upon performance criteria. The platform also contains key SLAs related to portfolios, programs, and project data. This ensures that the organization is always prepared with the most accurate and up-to-date information. Connsci expects regular interaction with our government partners to provide feedback, establish priorities, share opportunities or concerns, and together ensure prompt and adequate resolution of any identified problem.

Connsci has institutional and industry knowledge to support all project management, subject matter expertise, and surge support needs. Based on our collective experiences in Federal, State, and Commercial environments, Connsci has the skill sets and specialized knowledge to provide the necessary support to every project. Connsci's experience, stability, and institutional enables us to successfully lead large, complex, and high visibility efforts, including the creation of project selection and criteria that will yield the greatest benefit for our customers. The success of our customers' program coordination lies in management of the portfolio and understanding which projects will yield the necessary results to overall move the needle towards success. Connsci will provide experienced cybersecurity project management managers utilizing best practice project management process functions, in alignment with our customers' framework, to enhance Information Technology [IT] governance. We will ensure that each project incorporates the required framework phases and deliverables into the Capital Planning and Investment Control (CPIC) process. Connsci defines the required fundamentals and outlines a strategy to tailor a project plan to each individual customer. This investment in planning and oversight will return dividends in reduced program risk, rework, and/or fixing foreseeable problems, thus allowing the program to progress and support our customers' mission. Connsci will incorporate our risk management approach to every project. Finally, Connsci will provide weekly, monthly, and quarterly status reports to ensure objectives of each project are being met or exceeded.

Connsci’s approach provides a tightly integrated process that has proven successful in managing a high volume of disparate and critical task needs across a wide range of stakeholder organizations



with varying missions and business needs. These processes ensure a clear and measurable definition of success criteria that demonstrates tangible outcomes for our customers. All execution throughout Portfolio, Program, Project, and Task Management is measured against success criteria that evolves as the program matures. This process functions to set increasingly higher expectations for performance and security.

**Figure 1. Connsci Integrated PMO Processes includes criteria for success and evolving standards for performance**

### 3.1 Program Management Communication Support

Connsci understands the importance of communications and stakeholder management and leverages existing and innovative solutions to optimize the customer’s satisfaction. Our experience includes the management of user access and site permissions, governance, content management, site creation and maintenance, and management of email distribution lists - applying best practices in each of these areas.

Furthermore, Connsci delivers conference/logistical meeting support for our customers. Connsci provides, as requested, presentation and briefing development, communications support, agenda development, minutes and note taking, and follow up on action item resolution. These activities will be tracked to ensure performance.

Administrative support will be assigned primarily, but not exclusively, to PMO team members. These functions will include technical writing, OCIO staff onboarding and offboarding, property management, and CISO executive support. Standardized best practice templates and tools will be used to manage these functions.

Connsci utilizes Program Management Mailbox Support Services as a tool to deliver exceptional customer service and engaging user interface. We timely respond to employee and contractor questions and problems concerning program performance and/or standards. Each inquiry will receive an automated response immediately and a complete response within 24 hours. Monthly activity reports and analysis will be provided to ensure contractor accountability and present

opportunities to evolve and improve performance. Accurate, complete, consistent, and timely communication supports the credibility of our customer with its partners and stakeholders – internal and external. The Program Management Mailbox is one way in which Connsci will deliver exceptional communication management for all program initiatives.

Connsci understands the importance of self-help mechanisms that allow customers to quickly and easily search for frequently asked questions. The type and volume of common requests often leads to FAQs and the identification and listing of relevant SMEs that allow users access to the information immediately. Connsci gathers and utilizes this data to provide monthly FAQ email blasts to the customers. This provides service on the user's terms and minimizes contractor resources that can be applied for greater value. As users learn to enable themselves, the technical staff can dedicate time to more difficult tasks and allow the environment to mature more rapidly, and be more valuable to the customer.

Connsci will provide employees and contractors with technical assistance to explain the applicability of program requirements. We will assist in the understanding, usage, functionality, processes, and applicability of program requirements to specific business and technical circumstances. Connsci will also provide a feedback mechanism for users to identify issues and make recommendations for PM communications in support of process improvements.

### **3.2 Executive Level Reporting and Support**

Strategic and program planning is a core function of the services offered by Connsci. Roadmaps will be developed for program initiatives and progress will be tracked against the agreed roadmaps. The program management plan and subsidiary plans for each program area will be tracked and viewable in a custom dashboard. The dashboard will provide up-to-date views of the current health of the program and its projects for both partners, contractor, and governmental stakeholders. Furthermore, Connsci will support annual program planning process leveraging Connsci's understanding of best practices, as exercised with customers such as HHS, VA, EPA, DHA, to name a few. This support will include logistical and scheduling assistance to the senior leaders and program area leads.

Connsci works with customers to create a single pane of glass reporting approach in Tableau to provide a holistic view of a portfolio review. Tracking and reporting metrics in the dashboard are shared daily, weekly, monthly, and quarterly, and ad hoc metrics are available outside of regular reporting cycles. Performance measurements will be incorporated in the QASP, increasing accountability and transparency, while simultaneously facilitating data-based decisions.

## 4.0 CONNSCI CONTRACTING OPTIONS

### 4.1 Connsci SBA 8(a)

Connsci is an SBA 8(a), MDOT Certified, Minority-owned (MBE), Disadvantaged (DBE) Small Business (SBE) Enterprise headquartered at 9711 Washingtonian Blvd., Suite 550, Gaithersburg, MD 20878. Connsci specializes in Management Consulting, Software Development, IT Solutions, and Learning & Development services in the Health, Defense, and Civilian Sectors.

Connsci's SBA 8(a) certification allows the **National Institute of Mental Health (NIMH)** some flexibility in contract options. Connsci suggests creating an 8(a) Sole source contract using the \$4.5M ceiling with incremental funding. The 8(a) sole source solution will give our customers the means to acquire the website services needed using only one (1) contract without the requirement to perform contract modifications. A summary of 8(a) sole source contract benefits follows:

- 1) \$4.5M ceiling for each contract regardless of the length of the period of performance
- 2) Can be incrementally funded versus constant contract modifications
- 3) Cost effective as we are not required to use the contract ceiling amount funds
- 4) Eliminates the requirement for contract competition saving **INSERT AGENCY NAME** time and money
- 5) Reduced decision cycle: the time required to award an 8(a) sole source contract is usually less than 30 days.
- 6) Lowered administrative costs: procurement process and time is reduced.
- 7) Prices reflecting the best value: agency negotiates with the firm directly to get the best value.
- 8) Credit for promoting small business participation within agency.
- 9) Initiate a contract with a simple high-level statement of work.
- 10) NO GSA CONTRACT FEES

### 4.2 Connsci GSA Multiple Award Schedule (MAS)



#### **Contract Number: GS-35F-422KA**

- **54151S** Information Technology Professional Services
- **54151HACS** Highly Adaptable Cybersecurity Services
- **54151HEAL** Health IT Services
- **611420** Information Technology Training
- **611430** Professional and Management Development Training





For more information on our portfolio, program management and project management services or any of our other services, please contact [skelley@connsci.com](mailto:skelley@connsci.com) or visit [Connsci.com](http://Connsci.com).